



Dear PJLA Clients,

Considering the COVID-19 pandemic, business and the conduct of assessments has changed dramatically. We at PJLA are doing all we can to maintain accreditation while keeping the health and safety of our assessors, our clients, and their families a priority.

To keep your accreditation valid, we have been able to implement Virtual Remote Assessment technology to do entire assessments – or at least parts of assessments – remotely, using virtual remote assessment techniques. These types of assessments are offered for crisis situations where we cannot perform routine on-site assessments (natural disasters, emergencies, travel restrictions).

Clients will be receiving a virtual assessment survey:

- Allowing for virtual (i.e. cameras in the lab)
- Capability to use virtual systems
- Having equipment with cameras/remote screen sharing for quality review and laboratory operations

Upon review of the survey, organizations and assessors will be provided with the decision that the assessment can be conducted fully or partially remote. Following approval, assessors and clients will have a discussion to determine the planning of the virtual assessment.

We have a team dedicated to providing support, but we still ask for your patience during this time. It may take some time for everyone to become comfortable with the software. We will be reaching out to each client to hear about their experience to continually improve this process.

We thank you for participating in this new and exciting assessment option.

Respectfully,  
Tracy Szerszen  
*PJLA President/Operations Manager*